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ABSTRACT

This publication provides the General Requirements and Minimum Standards developed by the National Court Reporters Association's Council on Approved Student Education (CASE). They are the same for all court reporter education programs, whether an institution is applying for approval for the first time or for a new grant of approval. The first section outlines requirements that an institution's court reporter education program shall satisfy: eligibility; initial application procedures; reevaluation procedures; annual report procedures; major changes; fee schedule; CASE actions; appeals procedures; and complaint procedures. The second section contains minimum standards for these areas: educational program, with the institutional standards and outcomes outlined for these courses: machine shorthand, keyboarding, English, law and legal terminology, court reporting procedures, technology, current events, and internship; academic staff; library resource; business and professional standards; graduation and awards; and catalog requirements. Appendixes include a description of evening program and courses and their relationship to the approval process; sample lesson plans; elements of a syllabus and a syllabus model; timetable for reevaluations; and fee schedule. (YLB)

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Guardians of the Record

Council on Approved Student Education

General Requirements and Minimum Standards

Effective August 1, 2003

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Council on Approved Student Education

General Requirements and Minimum Standards

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General Requirements

I. Objectives

The National Court Reporters Association, a national professional organization with a membership of over 27,000, was founded in 1899.

The mission statement as adopted by the NCRA Board of Directors in November 1991 states:

NCRA is committed to being the leader in advancing the profession of those who capture and integrate the spoken word into a comprehensive and accurate information base for the benefit of the public and private sectors.

NCRA accomplishes this through ethical standards, testing and certification, educational opportunities, communications, government relations, research and analysis, and fiscal responsibility.

The approval process is intended to assist institutions by setting minimum standards for the realtime education programs, offered day and/or night. Greater excellence is encouraged. The minimum standards established by NCRA's Council on Approved Student Education (CASE) shall be incorporated in every program's curriculum and shall be adhered to.

CASE is composed of at least five (5) members, including at least two (2) Registered Professional Reporters and at least three (3) reporting educators from NCRA-approved programs representing both public and private institutions. CASE shall be responsible for the approval of realtime reporter student training and education programs. CASE members are appointed by NCRA's President with the advice and consent of the Board of Directors.

The *General Requirements and Minimum Standards* developed by CASE are the same for all realtime education programs, whether an institution is applying for the first time or applying for a new grant of approval.

CASE publishes in the *Journal of Court Reporting* and elsewhere, and makes available to the public, a list of institutions whose realtime reporter education programs have met the *General Requirements and Minimum Standards*. CASE's advice, services, and cooperation are available to all who offer such an education program.

CASE does not guarantee that students will graduate within specific time

frames, that students will be able to obtain employment as realtime reporters, or that the educational institution is financially stable.

An institution's realtime reporter education program shall satisfy the following requirements:

II. Eligibility

A. The institution shall be licensed, or approved by the state in which it operates, or accredited by a body recognized by the U. S. Department of Education and shall be eligible for participation in Title IV funding.

B. The institution shall be legally organized and authorized to conduct its program under the laws of its own state and community.

C. The program shall be organized primarily to educate students for realtime reporting careers.

D. The educational program shall be on the post-secondary or collegiate level.

E. Education shall be the principal activity of the institution.

F. The minimum realtime reporting program length shall be two (2) years.

G. The realtime reporter education program of the institution shall be a program where all of the required courses shall be offered. Verification of completion of a course of like standards shall meet this requirement.

H. Each branch, extension center, or any off-main-campus facility requires separate approval.

I. Evening programs leading to graduation are deemed separate programs and require separate approval. Courses offered in the evening or on weekends must meet the educational standards as set forth herein. (See Appendix #1.)

J. The realtime reporter education program shall 1) be established and have students enrolled and attending for at least two (2) years, and 2) have at least one graduate who has completed through the program all the courses set forth in the minimum standards. (The graduate must meet the Standards in effect at the time of enrollment and the length of time shall not exceed five (5) years.)

K. The realtime reporter education program shall meet all of the minimum standards contained herein.

L. CASE's on-site visitation and evaluation of the program shall be specifically authorized by the chief executive officer of the institution.

M. The enrollment in the realtime reporter education program shall be sufficient to support regularly scheduled and conducted coursework and to ensure reasonable standards of instruction. (See Minimum Standard I.)

N. An up-to-date catalog or program information meeting CASE Standards shall be in use. (See Minimum Standard VI.)

III. Initial Application Procedures

A. The institution interested in obtaining NCRA approval of its realtime reporter education program shall initiate correspondence through its chief executive officer. Once NCRA is notified of an institution's interest in obtaining CASE approval, NCRA staff will forward the initial application forms and pertinent information to the institution.

B. The initial forms are completed and submitted to NCRA headquarters together with a current catalog, nonrefundable initial application fee (See General Requirements VII.), as well as a graduate transcript and/or other verification that at least one student has graduated according to CASE Standards.

The application form shall contain the following statements:

1. With submission of the initial application and any subsequent materials, such as the self-study forms, the applicant affirms that all of the statements contained therein are true and complete and acknowledges that the applicant is aware that NCRA will rely upon submitted data.
2. NCRA reserves the right to revoke any approval granted upon a determination that an institution has submitted false or incomplete information on an application form.

C. When the initial application is received at NCRA, a review will be conducted by the staff. Possible deficiencies will be noted, and the self-study materials will be forwarded to the institution.

D. The instructional staff of the realtime reporter education program shall be involved in the preparation of the self-study. The self-study is designed to assist the institution in evaluating the quality of its program, staff, and activities and to assist CASE in assessing the total program.

E. When the self-study process has been completed, the documents are forwarded to NCRA headquarters together with a nonrefundable, self-study fee. (See General Requirements VII.)

F. The completed self-study will be examined by the Advisory Committee. Results will be shared with the institution and the CASE Evaluation Team. The institution will be contacted by the NCRA staff to schedule the on-site evaluation. The institution may make any suggested changes noted by the Advisory Committee before the Evaluation Team's visit.

G. The Advisory Committee is composed of three members. At least two (2) members must be Certified Reporting Instructors from NCRA-approved programs. The third member shall be a Registered Professional Reporter. The members shall be appointed by the Chairperson of CASE. Determination of the composition of the Advisory Committee members shall be consistent with the NCRA conflict of interest policy.

H. The Evaluation Team for the on-site evaluation shall consist of two (2) members and shall be selected from among a corps of Certified Program Evaluators. Determination of the composition of the Evaluation Team members shall be consistent with the NCRA conflict of interest policy. Team members are subject to challenge by the institution prior to visitation. The institution is permitted up to two (2) challenges. Objections to any Evaluation Team member shall be submitted by the institution in writing to NCRA within seven (7) calendar days of the institution's receipt of notice of the identity of the Evaluation Team members. By mutual agreement among the team members and the institution as to the date and time of the on-site evaluation visit, the NCRA staff will schedule the visit.

I. Changes to the self-study information made by the institution after submitting the self-study form shall be submitted as an "Update Report" to the Evaluation Team at least ten (10) calendar days prior to the scheduled visit.

J. The purposes of the Evaluation Team visitation are to verify the institution's self-study and to examine any additional data. Additionally, the team will examine files and interview staff, students, and recent graduates.

K. The Evaluation Team will submit its written report to NCRA headquarters. The NCRA staff will send an exact copy of the report to the institution, which then has thirty (30) calendar days to submit any comments on the entire report to CASE.

L. CASE will review the reports of the Advisory Committee and the Evaluation Team as well as the institution's response. These reports and any responses thereto shall be considered and acted upon by CASE at its next scheduled meeting. (See General Requirements VIII. A.)

M. The institution shall be notified in writing of the action taken by CASE within 30 days. CASE's decision will not be disclosed prior to the time of such written decision.

IV. Reevaluation Procedures

A. Each institution shall submit a self-study at least once every five (5) years and be reevaluated.

B. CASE self-study forms will be furnished to each institution being reevaluated. The institution must complete and return the self-study documents and materials, in typewritten form, together with the nonrefundable self-study fee (See General Requirements VII.) to NCRA headquarters according to the time schedule outlined in Appendix 4.

1. With submission of the self-study and any subsequent materials, the applicant affirms that all of the statements contained therein are true and acknowledges that the applicant is aware that NCRA will rely upon submitted data.
2. NCRA reserves the right to revoke any approval granted upon determination that an institution has submitted false information on its self-study.

C. The instructional staff of the realtime reporter education program shall be involved in the preparation of the self-study. The self-study is designed to assist the institution in evaluating the quality of its program, staff, and activities and to assist CASE in its assessment of the total program.

D. Failure to submit self-study forms according to the time schedule outlined in Appendix 4 may result in suspension or revocation of approval. (See General Requirements VIII. C.)

E. The completed self-study will be examined by the Advisory Committee. Results will be shared with the institution and the Evaluation Team. The institution will be contacted by the NCRA staff to schedule the Evaluation Team on-site visit. The institution may make any suggested changes noted by the Advisory Committee before the Evaluation Team's visit.

F. The Advisory Committee is composed of three (3) members. At least two (2) members must be Certified Reporting Instructors from NCRA-approved programs. The third member shall be a Registered Professional Reporter. The members shall be appointed by the Chairperson of CASE.

G. The Evaluation Team for the on-site reevaluation shall consist of two (2) members who shall be selected from among Certified Program Evaluators. Determination of the composition of the Evaluation Team members shall be consistent with the NCRA conflict of interest policy. Team members are subject to challenge by the institution prior to visitation. The institution is permitted up to two (2) challenges. Objections to any Evaluation Team member shall be submitted by the institution in writing to NCRA within seven (7) calendar days of the institution's receipt of notice of the Evaluation Team members. By mutual agreement among the team members and the institution as to the date and time of the on-site evaluation visit, the NCRA staff will schedule the visit.

H. Changes made by the institution after submitting the self-study shall be submitted as an "Update Report" to the evaluation team ten (10) calendar days prior to the scheduled visit.

I. The purposes of the visitation are to verify the institution's self-study, and to examine any additional data. Additionally, the team will examine files and interview staff, students, and recent graduates.

J. The Evaluation Team will submit its written report to NCRA headquar-

ters. The NCRA staff will send an exact copy of the report to the institution, which then has thirty (30) calendar days to submit any comments on the entire report to CASE.

K. CASE will review the reports of the Advisory Committee and the Evaluation Team as well as the institution's response. These reports are then considered and acted upon by CASE at its next scheduled meeting. (See General Requirements VIII. B.)

L. The institution shall be notified in writing of the action taken by CASE within thirty (30) days. CASE's decision will not be disclosed prior to the time of such written notification.

V. Annual Report Procedures

A. NCRA will furnish CASE Annual Report forms to each approved reporting program in mid-October. A report confirming compliance with CASE standards shall be filed by each program by November 30 of each year.

B. NCRA will bill each program for its Annual Fee based on the number of students enrolled in the realtime reporting programs as of November 1 of the year in which the Annual Report form is filed. Fees shall be payable on or before March 15 of the following year. (See General Requirements VII.)

C. Failure to submit the Annual Report by November 30 and the Annual Fee by March 15 may result in revocation of approval. (See General Requirements VIII. C.)

D. The Annual Fee for newly approved programs is computed on a pro rata basis. (See Appendix #5.)

E. CASE may require a reevaluation visit for good cause or request additional written data concerning the institution and its program at any time at the institution's expense.

VI. Major Changes

A. Change in Majority Ownership or Control

1. Any change in ownership resulting in a change of control of an institution shall be reported to NCRA in writing within thirty (30) calendar days of such change. The institution is required to file a Change of Ownership document. Failure to comply may result in revocation of approval. (See General Requirements VIII. C.)
2. When such withdrawal of approval occurs, the institution may request reinstatement, with approval of the new management, ownership or majority control. Reinstatement may be considered by CASE at such time and on such terms and conditions as CASE deems appropriate.
3. In the event of such change, CASE may conduct an Evaluation Team reevaluation visit of the realtime reporter education program at the institution's expense.

B. Change in Program

1. Any substantial or significant change in the content of the program shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to comply may result in suspension or revocation of approval. (See General Requirements VIII. C.)
2. Addition of a night program or courses shall be reported to NCRA within thirty (30) calendar days. Failure to comply may result in suspension or revocation of approval. (See General Requirements VIII. C.)

C. Change in Administration

Any change in program director or realtime reporting department head shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to report this information may result in suspension or revocation of approval. (See General Requirements VIII. C.)

D. Change of Name or Address

Any change in the name or address of the institution shall be reported to NCRA in writing within thirty (30) calendar days of such change. Failure to report this information may result in suspension or revocation of approval. (See General Requirements VIII. C.)

E. Change in Accreditation, Licensing/Approval, or Title IV Eligibility

Any change in national accreditation, state licensing or approval, or participation in Title IV funding shall be reported to NCRA in writing within ten (10) calendar days of such change. Failure to comply shall result in suspension or revocation of approval. (See General Requirements VIII. C.)

F. Reinstatement

An institution may request reinstatement within ninety (90) calendar days of receiving notice of suspension or revocation by providing proof of reaccreditation, reinstatement of approval or licensing by state agency, or reinstatement of eligibility for Title IV funding.

VII. Fee Schedule

A. Initial Application Fee: Is nonrefundable and valid for one year. (See Appendix #5.)

B. Initial Evaluation or Reevaluation Fee: Is nonrefundable and valid

for one year only. (See Appendix #5.)

C. **Annual Fee:** Becomes delinquent on March 15. The Annual Fee for newly approved programs is computed on a pro-rata basis. (See Appendix #5.)

D. **Evaluation Team Expenses:** The institution is responsible for the expenses of the Evaluation Team members and will be billed by NCRA. Evaluation expenses include travel, food, lodging, and honoraria for team members. Documentation will be provided to the institution at the time of billing.

E. **Failure to Remit Fees:** Failure to pay any fees due within forty-five (45) calendar days of the date of billing may result in suspension or revocation of approval. (See General Requirements VIII. C.)

VIII. CASE Actions

A. **Initial Application:**
Upon initial application by a program, CASE may take any of the following actions:

1. **Approve the program**
   a. When CASE determines that the realtime reporter education program has demonstrated compliance with the *General Requirements and Minimum Standards*, CASE will grant approval of the program for not more than five (5) years, subject to continued compliance with the *General Requirements and Minimum Standards*.
   b. The institution will receive written notice of CASE's action and a statement of findings forming the basis of such action within thirty (30) days. Approval is effective upon written notification of such CASE action.

2. **Conditional Approval**
When CASE determines in its discretion that, but for minor, readily correctable deficiencies in a program's documentation, the program had sufficiently demonstrated compliance with the *General Requirements and Minimum Standards*, CASE may grant conditional approval to the program, subject to the requirement that the program supply any requested documentation of compliance within such period (not more than thirty (30) calendar days) as CASE shall specify. If, upon receipt of the documentation supplied by the program, CASE determines that the program has corrected the deficiencies that CASE had previously found, CASE shall grant full approval to the program. If CASE determines that the program has failed to correct these deficiencies, CASE shall notify the program in writing and withdraw its conditional approval. In no event shall a grant of conditional approval continue beyond CASE's next regularly scheduled meeting.

3. **Defer Action on the Program**
CASE may decide to defer action on a program if CASE determines that it doesn't have sufficient information to either approve or deny. A decision by CASE to defer action on a realtime reporter program is neither a final decision nor a negative action. CASE, after requesting and receiving further information from the institution, will reconsider the application at its next regularly scheduled meeting.

4. **Deny Approval of the Program**
When CASE denies an initial application for approval, an institution may appeal the decision as provided in General Requirements IX of these *General Requirements and Minimum Standards*. In no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision.

B. **Application for a Renewed Grant of Approval:**
Upon receipt of an application for a renewed grant of approval, CASE can take any of the following actions:

1. **Approve the program**
   a. When CASE determines that the realtime reporter education program has met the *General Requirements and Minimum Standards*, approval will be issued, normally for five (5) years, subject to continued compliance with the *General Requirements and Minimum Standards*.
   b. The institution will receive written notice of CASE's action and a statement of findings forming the basis of such action within thirty (30) days of CASE's decision. Approval is effective upon the mailing of written notification of CASE's decision or compliance with the stipulation.

2. **Conditional Approval**
When CASE determines in its discretion that, but for minor, readily correctable deficiencies in a program's documentation, it would otherwise determine that the program had sufficiently demonstrated compliance with the *General Requirements and Minimum Standards*, CASE may grant conditional approval to the program, subject to the requirement that the program supply any required documentation of compliance within such period (not more than thirty (30) calendar days) as CASE shall specify. If, upon receipt of the documentation supplied by the program, CASE determines that the program has corrected the deficiencies in question, CASE shall grant full approval to the program. If CASE determines that the program has failed to correct these deficiencies, CASE shall notify the program in writing within thirty (30) days and withdraw its conditional approval. In no

event shall a grant of conditional approval continue beyond CASE's next regularly scheduled meeting.

3. **Defer Action on the Program**
   CASE may decide to defer action on a realtime reporter education program if CASE determines it doesn't have sufficient information to either approve or deny. A decision by CASE to defer action on a realtime reporter education program is neither a final decision nor a negative action. CASE shall notify the institution of its decision to defer action within thirty (30) days and may request additional information from the institution before making a final determination. CASE, after requesting and receiving further information from the institution, will reconsider the application at its next regularly scheduled meeting. A program's approval that would otherwise expire during the period of deferral shall not expire but shall continue in effect until CASE has decided at its next regularly scheduled meeting whether to approve or deny the institution's application.
4. **Deny Approval of the Program**
   CASE's decision to deny an application for a renewed grant of approval is a final decision by CASE. This action will be taken when CASE determines that:
   a. The institution or program no longer meet the *General Requirements and Minimum Standards*.
   b. The institution has failed to file an Annual Report or pay fees as required by CASE.
   c. Any substantial or significant change has not been reported to CASE in matters such as change of program or any other major changes. (See General Requirements VI.)
   d. The institution has failed to respond or to aid in completing arrangements for a scheduled evaluation.
   e. CASE may consider the historical NCRA approval record of the institution. Repeated citations may result in denial of new approval.

   If CASE denies an application for a renewed grant of approval, the institution may appeal the decision as provided in General Requirements IX of these *General Requirements and Minimum Standards* and in no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision. (See General Requirements IX.)
5. **Special Meetings**
   Under extraordinary circumstances or upon due cause involving the appearance of substantial violations of these *General Requirements and Minimum Standards* and a compelling need for prompt action in order

to protect against likely substantial injury to the interests of the various publics that rely on CASE's approval decisions, CASE may direct in writing that an institution appear at the institution's expense at a special or regularly scheduled meeting not less than forty-five (45) calendar days from the date of the institution's receipt of the written direction to appear. The directive to appear may be preceded or followed by a directive requiring that the institution respond to CASE's requests for specific information or by a fact-finding Evaluation Team visit. CASE's directive to appear shall identify the specific provisions of the Standards with which the institution must demonstrate compliance. CASE shall give the institution a reasonable opportunity to demonstrate through oral and written information compliance with the provisions of the Standards referred to in CASE's directive to appear. After considering such information, CASE may (1) revoke its approval of the institution's program, (2) defer its decision pending its receipt of the report of a special visiting team or the institution's submission of further information in the form of one or more special reports, or otherwise, or (3) determine that there is no need for further action.

6. **Special Reports and Site Visits**
   At any time in its discretion, CASE may require an institution to submit a report responding to CASE's inquiries about the institution's compliance with specific provisions of the Standards. The institution shall file its report within the time specified by CASE (which shall be not less than twenty (20) calendar days after its receipt of CASE's request for such report). The institution's report shall fully and completely respond to CASE's request. CASE may also at any time in its discretion appoint an Evaluation Team to conduct a fact-finding, on-site visit to any institution at the institution's expense. CASE shall give the institution not less than twenty (20) calendar days' advance notice of the planned visit (and the persons appointed to serve on the team). Any objections to any member of the fact-finding Evaluation Team must be made by the institution in writing, identifying the team member(s) objected to, and setting out in detail the nature and basis of the institution's objection to each member. The objections shall be waived unless received by NCRA's Executive Director within seven (7) calendar days after the institution's receipt of the written notice of the identity of proposed team members. Within such time period as CASE shall specify, the fact-finding Evaluation Team shall prepare and submit to CASE and to the institution a written report of its findings. The institution may submit any comments or response to the Evaluation Team's report within such time period as CASE shall specify.

C. Revocation of Approval:

1. CASE may also revoke approval at any time upon determination after giving the institution reasonable notice of not less than thirty (30) calendar days and an opportunity to be heard by means of a special or regular meeting, special report, special team visit, or otherwise that the program is not in compliance with any of the provisions of the *General Requirements and Minimum Standards*.
2. If CASE revokes approval, the institution may appeal the decision as provided in General Requirements IX of these *General Requirements and Minimum Standards*.
3. If the institution does not wish to appeal the decision of CASE, it may reapply for approval after a one (1) year period after CASE's decision. In no event may an institution reapply for approval earlier than one (1) year after the date of CASE's decision.

IX. Appeals Procedures

A. Appeals

An institution claiming to be aggrieved by CASE's denial of approval, denial of continuation of approval, or revocation of approval may appeal to the Appeals Panel as described in General Requirements IX.C. All reasonable and appropriate expenses for the appeal, including the expenses of Appeals Panel, shall be borne by the appellant unless the appeals panel determines at its discretion that the decision from CASE that was being appealed was clearly erroneous.

B. Appeals Procedures

1. Before an appeal is undertaken, an institution will have received appropriate written notice of CASE's action and a statement of findings forming the basis for such action.
2. Upon an institution's notification to NCRA of its wish to appeal CASE's decision, an Appeals Panel will be appointed to consider the appeal and render a decision as provided below. (See General Requirements IX.C.)
3. Notice of appeal must be received by NCRA within thirty (30) calendar days of the institution's receipt of CASE's action and findings.
4. The institution must file a written statement of the grounds for its appeal within thirty (30) calendar days after mailing the notice of appeal. In preparing the written grounds for appeal, the institution is expected to copy and respond to each numbered item included with CASE's statement of findings forming the basis of its actions. Notice of appeal shall be in writing and signed by the chief executive officer of the institution.

5. The notice of appeal shall be directed to:
   Executive Director
   National Court Reporters Association
   8224 Old Courthouse Road
   Vienna, VA 22182-3808
6. The institution's file will be forwarded to the Appeals Panel after it is appointed as provided below. At the earliest practicable time, the chairperson of the Appeals Panel will set a mutually agreeable date and location mutually convenient for a meeting to consider the appeal.
7. The institution, at its option and expense, shall have the right to appear and make a presentation and shall also have the right to counsel. Such oral presentation shall be limited to forty-five (45) minutes. NCRA at its own expense shall be represented by legal counsel at the appeal.
8. The Executive Director will, by letter, notify the institution of the action of the Appeals Panel within thirty (30) days of the Appeal Panel's meeting.
9. The institution, at its option and expense, shall have the right to a transcript of the appeal hearing, and it may arrange to have a qualified realtime reporter present to make a verbatim record of the appeal hearing.
10. The Appeals Panel shall sustain CASE's decision unless the institution shows that CASE's decision is clearly erroneous. The Panel shall not receive information, documents, or testimony concerning events or alleged progress made by a program after the CASE decision from which the institution has appealed.
11. The Appeals Panel will make one of the following decisions by majority vote:
    a. Sustain the decision of CASE.
    b. Reverse the decision and thereby approve or continue the approval of the program, with or without conditions or stipulations.
12. The decision of the Appeals Panel shall be final and not subject to any further appeal or review.
13. CASE will give public notice of any action from which an appeal can be taken by indicating that the institution's status is under review. Until CASE's decision has become final either by conclusion of the appeals process or the expiration of the time for appeal, NCRA will, upon inquiry, state that the institution's status is under review.
14. If a program has approval at the time that CASE makes a decision from which an appeal can be taken, its approval will continue until CASE's decision has become final either by the conclusion of the

appeal process or by the expiration of the time for appeal.

C. Appeals Panel

1. Candidates serving on the Appeals Panel shall have knowledge of approval processes and procedures. These candidates shall be Certified Program Evaluators, former CASE members, and/or past presidents of NCRA. Determination of the composition of the panel shall be consistent with NCRA's conflict of interest policy.
2. Whenever a notice of appeal is received, the NCRA President shall select five (5) or more persons from among the eligible candidates and shall notify the institution that the Appeals Panel will be selected from among these persons. For reasonable cause, the institution may object to up to two (2) candidates serving on the Appeals Panel. Any such objection shall be in writing, shall clearly state the cause or causes for the objection, and must be received by NCRA within seven (7) calendar days after the list of possible Panel members is received by the institution.
3. The NCRA President shall review any objections, and then designate three (3) persons (including one person designated to chair the panel) who may reasonably serve as an Appeals Panel for a particular institution's appeal and may designate one or more alternates to serve in case of inability of any member of the panel to serve. If the appeal of more than one institution is scheduled during the same twelve-month period, and if a Panel has been properly selected and designated as provided above, the same Panel may hear the appeal of all such institutions.
4. An institution will be notified of the final selected members of the Appeals Panel when a time and location are selected for the appeal proceeding.
5. Whenever possible, NCRA will group the scheduling of any institutions making an oral presentation, allowing sufficient time for the Appeals Panel to hear oral presentations, make proper deliberations, and forward its decisions to NCRA.

X. Complaint Procedures

Each institution with an approved program shall publish a procedure for resolving/handling student complaints including provisions for a final written decision.

A. Complaints must be handled in the following manner:

1. The student must file the complaint in compliance with the institution's published grievance procedure.

2. If the final written decision of the institution is deemed unsatisfactory by the student, then the student must file an NCRA Complaint Form. The NCRA Complaint Form must be accompanied by the final written decision of the institution.
3. The NCRA Complaint Form will be submitted to CASE for consideration. If it appears that the *General Requirements and Minimum Standards* have been violated, CASE will discuss the seriousness of the alleged violation and determine whether any further action is necessary or indicated. Repeated complaints may result in a CASE visitation at the institution's expense.

Minimum Standards

I. Academic Staff

A. There shall be professional involvement on the part of the faculty as shown by membership and participation in educational associations, business and professional associations, continuing education programs, certification (such as Certified Reporting Instructor), or concurrent related business experience.

B. Currently enrolled machine shorthand students shall not teach other students machine shorthand. Currently enrolled students may serve as second-voice readers but cannot assume the responsibility for teaching the machine shorthand course.

II. Library Resource

A. The institution shall maintain resource facilities, accessible for faculty and student use, which serve the needs of the realtime reporter education program.

B. The following minimum reference materials shall be available for student use by hard copy or Internet access:

- Almanacs.
- Anatomy references.
- Atlases.
- Diverse religious references.
- Books of quotations.
- Technical dictionaries.
- City directories (where available).
- Prescription and nonprescription reference book(s).
- English dictionaries.
- Grammar reference books.
- Legal dictionaries.
- Books of local and federal rules of court.
- Medical dictionaries.

- National daily newspaper.
- Slang dictionaries.
- Thesaurus.
- *A Uniform System of Citation.*
- *Journal of Court Reporting.*
- State procedures manual (if available).

C. The institution shall make available practice dictation tapes for student use.

D. Each institution shall have a current copy of the *General Requirements and Minimum Standards* on site, and it shall be available for faculty and student use.

III. Business & Professional Standards

A. Any advertisement or promotional literature used by an institution shall be completely factual. It shall be prepared and presented with dignity and in such manner as to avoid leaving any false, misleading, or exaggerated impressions with respect to the institution, its personnel, its courses and services, or the occupational opportunities for its graduates. It shall not make guarantees about the particular time to graduation nor the employment opportunities that will be realized.

B. All advertising and promotional literature used by an institution shall clearly indicate that education, not employment, is being offered.

C. All advertising and promotional literature shall include the correct name of the institution.

D. Any employment opportunities or salary claims shall be substantiated.

E. Approved programs are permitted to use the NCRA logo in their advertising, but shall not make misleading or deceptive statements about benefits associated with NCRA approval.

F. Approved programs shall not advertise a realtime reporting program as being less than two (2) years in length.

IV. Graduation and Awards

A. Only those students who have satisfactorily completed all of the published CASE minimum standards for graduation as a realtime reporter shall receive a certificate, diploma, or degree of graduation.

B. Certificates of completion, diplomas, or degrees implying graduation shall not be issued to individuals who fail to meet all of the minimum standards.

C. Certificates of completion, diplomas, or degrees shall not contain the NCRA logo.

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D. The institution shall not confer certificates or other awards bearing the same or similar name to those offered by NCRA.

V. Catalog or Program Information Requirements

A. General Catalog Requirements

The following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a realtime reporter education program:

1. A listing of courses required, including:
   a. Concise description of contents or topics covered.
   b. Credit allowed.
   c. Course title and course number.
   d. Prerequisites (if any).

B. Catalog or Program Information Requirements Specifically for Judicial Reporting

In addition to the general catalog requirements, (see Minimum Standard VI), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a realtime reporter education program:

1. An explanation of specific graduation requirements for judicial realtime reporting students shall include the following minimum standards:
   a. The student shall pass three 5-minute tests with 95% accuracy at each of the following speeds: 225 words per minute testimony (two-voice), 200 words per minute jury charge, and 180 words per minute literary.
   b. The student shall complete at least 40 verified hours of actual writing time during internship.

VI. Judicial Program

The approved realtime reporter education program shall offer at least the following instruction: machine shorthand, English, law/legal terminology, anatomy/medical terminology, judicial reporting procedures, technology, current events, and internship. Instructors should be encouraged to use daily lesson plans to structure courses. (See Appendix #2.) Course syllabi shall be prepared for each course and shall reflect that the skills and knowledge defined below are acquired through the realtime reporting curriculum. (See Appendix #3.) Course descriptions on syllabi shall be specific, and course syllabi shall state the skills, knowledges, standards, evaluation criteria, and outcomes as required in CASE's *General Requirements and Minimum Standards*. Unless these skills, knowledge, standards, evaluation criteria, and outcomes are stated on all course syllabi, CASE will assume that the required skills, objectives, competencies, and outcomes are not taught by the institution. Individual course syllabi shall be distributed to each student at the beginning of each course.

A. Machine Shorthand

Institutional Standards:

Machine shorthand classes shall include:

1. Instruction in writing the spoken word with punctuation by means of a realtime translation theory as approved by NCRA to provide instantaneous translation.
2. Theory instruction with the use of tutorial and/or realtime technology and teacher interaction.
3. Speed and accuracy development.
4. Dictation, but shall not be limited to two-voice and multi-voice testimony (including medical and technical material), literary, jury charge, and current events. Two-voice dictation should be delivered by two people; multi-voice should be delivered by multiple people.
5. Testing at incremental speeds on unfamiliar material. The same test shall not be dictated more than once every six (6) months to the same student.
6. Readback and analysis of shorthand notes.
7. Once-a-week transcription by all students from their shorthand notes. This may include homework notes, projects, and so forth.
8. Course exit speed tests transcribed, monitored, and timed with an institutionally approved supervisor, all copies (hard disk, RAM, floppy diskettes, etc.) of the tests shall be deleted immediately in order to maintain test integrity.
9. A minimum grading criteria using the RPR guide, "What Is An Error?"
10. A simulated RPR skills test at the following speeds: 225 wpm testimony (2-voice), 200 wpm jury charge, and 180 wpm literary with no more than 3.75 hours of transcription time. Transcription may take place outside normal classroom time.

Outcomes:

Students shall be able to:

1. Write a realtime translation theory system.
2. Read aloud from shorthand notes, quickly locating portions to be read, maintaining composure while reading, reading distinctly and with authority.

3. Transcribe a minimum of three 5-minute, 2-voice testimony tests with a minimum of 95% accuracy dictated at a minimum of 225 wpm.
4. Transcribe a minimum of three 5-minute jury charge tests with a minimum of 95% accuracy dictated at a minimum of 200 wpm.
5. Transcribe a minimum of three 5-minute literary tests with a minimum of 95% accuracy dictated at a minimum of 180 wpm.
6. Transcribe a simulated RPR skills test at RPR speed levels in 3.75 hours.

B. English

Institutional Standards:

English shall include instruction in:

1. Basic rules of English grammar, spelling, punctuation, and capitalization.
2. Vocabulary (word knowledge).
3. Activities or exercises through which students develop their spelling and vocabulary skills.

(Inclusion of English instruction in a shorthand dictation course does not meet the standard.)

Outcomes:

Students shall be able to demonstrate ability to apply the rules of grammar, spelling, punctuation, and capitalization to sentences, paragraphs, and transcripts through systematic testing and/or projects.

C. Law/Legal Terminology

Institutional Standards:

Law and Legal Terminology shall include instruction in:

1. Civil law.
2. Criminal law.
3. The judicial system (discovery, trial, and appellate processes).
4. Legal terminologies.
5. Methods of researching legal citations.

(Inclusion of law and legal terminology in shorthand dictation classes does not meet the standard.)

Outcomes:

Students shall be able to demonstrate an understanding and application of law and legal terminology.

D. Anatomy/Medical Terminology

Institutional Standards:

Anatomy and/or Medical Terminology shall include instruction in:

1. The body systems and functions.
2. Psychological and physical diseases and drugs.
3. Methods of researching medical information such as names and descriptions of diseases and drugs, etc.

(Inclusion of anatomy and/or medical terminology in shorthand dictation classes does not meet the standard.)

Outcomes:

Students shall be able to demonstrate understanding and application of anatomy and/or medical terminology.

E. Judicial Reporting Procedures

Institutional Standards:

Realtime Reporting Procedures shall include instruction in:

1. Role of the reporter in trials, depositions (i.e., telephonic, discovery, perpetuation/evidentiary, and in aid of execution), and administrative hearings.
2. Marking and handling of exhibits.
3. Indexing and storage of notes.
4. Reporting techniques, which shall include but not be limited to, when and/or how to:
   - Interrupt a speaker.
   - Obtain spellings of proper names.
   - Identify speakers in a multi-speaker situation.
   - Swear or affirm witnesses and interpreters.
   - Handle discussions off the record.
   - Indicate nonverbal actions.
   - Certify questions.
   - Report with an interpreter.
   - Sidebar discussions.
   - Handle reading and signing of depositions.
5. Transcript preparation and production.
6. Library and reference materials used in transcript production.
7. The profession and related job opportunities.
8. How to report and transcribe voir dire of the jury and witnesses and the polling of the jury.
9. Proofreading skills.
10. Ethics, including the distribution of the NCRA Code of Professional Ethics.
11. Knowledge of and involvement in professional associations.
12. The importance of continuing education and life-long learning.
13. Professional image and dress.
14. Development of portfolios and/or resumes.

Outcomes:

1. Students shall be able to assume the role of the realtime reporter through simulated trials and depositions in performing the following functions:
   a. Administering an oath/affirmation.
   b. Marking and handling exhibits.
   c. Exercising responsibility for reporting the proceeding.
   d. Indexing and storing notes.
   e. Interrupting a speaker.
   f. Obtaining spellings of proper names.
   g. Identifying speakers in a multi-speaker situation.
   h. Handling discussions off the record and sidebar.
   i. Indicating nonverbal actions.
   j. Certifying questions.
   k. Reporting interpreted proceedings.
   l. Handling, reading, and signing depositions.
2. Students shall be able to apply the NCRA Code of Professional Ethics in simulated situations and case studies.
3. Students shall be able to identify the appropriate reference sources used in transcript preparation.

F. Judicial Technology

All on-site NCRA-approved realtime reporter education programs must have computer-aided realtime transcription systems dedicated to classroom instructional purposes. Equipment utilized by students in classroom instruction shall be maintained in good working order.

Institutional Standards:

1. Technology classes shall include hands-on instruction in:
   a. Computer-Aided Transcription
      (1) Instruction in operating a computer-aided transcription system.
      (2) Instruction in the basic care and maintenance of the electronic writer and peripherals.
      (3) Instruction in system support (customer service, software support, etc.)
      (4) Understanding of computer-aided transcription terminology.
      (5) Application of computer functions:
         (a) Producing a transcript: reading, translating, editing, printing, using parentheticals and include files.
         (b) Dictionary management to include editing of entries, adding new entries, and archival of dictionary files.
2. Instruction in the following may include: lecture, videotape, or hands-on instruction to provide familiarity in:

   a. Computer Operating Systems/Computer Literacy
      (1) Disk Operating System (DOS). (DOS Function Card)
      (2) Windows.
      (3) Creating an ASCII disk.
      (4) Understanding computer terminology.
      (5) Overview of Internet applications.
   b. Realtime Application
      (1) Instruction in operating a realtime translation system.
      (2) Instruction in setting up and operating realtime related hardware.
      (3) Role of the realtime reporter in proceedings:
         (a) Speaker identification.
         (b) Realtime transcript, composition, and formatting.
      (4) Utilizing all available resource material to prepare for writing realtime.
      (5) Psychology of writing realtime.
      (6) Realtime reporting in the Computer-Integrated Courtroom (CIC) environment:
         (a) Available realtime and litigation support technology.
         (b) Procedures to train attorneys, paralegals, court personnel, etc.
         (c) System management.
         (d) Case management (what, where, and why).
         (e) Indexing/conversion software programs.
         (f) Optical scanning of documents, exhibits, building a litigation database.
         (g) Interacting with court computer systems.
         (h) Lexis, Westlaw, etc.
         (i) Case tracking.
         (j) Word processing.
         (k) File storage-archival/retrieval computer systems.
         (l) Coordinating activities with court administrators on CIC matters.
         (m) Telecommunications. (Telephonic, Video Conferencing)
         (n) Public relations.
         (o) Distribution of transcripts, ASCII diskettes, etc.
      (7) Realtime Reporting in the Deposition Environment:
         (a) Available hardware and software technology.
         (b) Equipment setup.
         (c) Telecommunications.
         (d) Participants' needs.

(e) Litigation support.
(f) Public relations.

(8) Realtime Reporting in the Captioning/CART Environment:
(a) Available hardware and software.
(b) Equipment setup.
(c) Participants' needs.
(d) Public relations.
(e) Interacting with faculty, students, and support staff.
(f) Sign language/deaf culture.
(g) Ancillary (audio, video, etc.) personnel.

(9) Realtime Reporting in the Broadcast Environment:
(a) Ancillary (engineers) personnel.
(b) Coordinating support staff.
(c) Available hardware and software technology.
(d) Newsroom systems/interfaces.
(e) Public relations.
(f) Prenews/program preparation.
(g) Quality control.
(h) Off-line/post production.
(i) Broadcast industry.
(j) Broadcast production format and materials.
(k) Current events.
(l) Broadcast/news production equipment.
(m) Audience.

c. Litigation Support
(1) An overview of litigation support such as ASCII disks, keyword indexing, etc.
(2) An overview of the role of litigation support in the judicial system.
(3) An overview of the reporter's role in litigation support.

d. Videotaping
(1) An overview of the use of video equipment in trials and depositions.
(2) An overview of NCRA's Certified Legal Video Specialist program.

e. Information on related software packages, such as spreadsheets, word processing, scheduling, and job tracking.

Outcomes:

1. The student shall be able to produce salable transcripts of at least ten pages on a computer-aided transcription system from the student's own stenographic notes, including:
a. Title page.

b. Index.
c. Jury charge/opening and/or closing statements if applicable.
d. Direct and cross-examination.
e. Parentheticals.
f. Colloquy.
g. Certification page.
h. Such other entries as may appear in a given case, i.e., signature page.
2. Student shall be able to produce a five-page, first pass transcript with a goal of 95% translation rate.
3. Student shall be able to demonstrate knowledge of basic hardware care, maintenance, and setup of a realtime system.
4. Student shall be able to demonstrate understanding and application of the body of knowledge required in technology through systematic testing and/or projects.

G. Current Events

Familiarization with:

1. Local events.
2. National events.
3. International events.
4. Geography.
5. Cultural diversity.

(Inclusion of current events instruction in a machine shorthand dictation class(es) does meet the standard.)

Outcomes:

Demonstration of student's understanding of current events.

H. Judicial Reporting Internship

The objective of the internship program is that the student spend some time in a freelance office, a courtroom, and a realtime environment, observing and participating in the role of the reporter using machine shorthand technology in the judicial or educational process.

Institutional Standards:

1. Internship shall not commence until a student completes the institution's 180 wpm testimony requirements.
2. The institution is responsible for assisting the student in arranging the internship experience.
3. The internship shall include official, freelance, and realtime reporting experience where possible.
4. The student shall not serve in the capacity of the actual reporter during participation in this internship period.
5. Internship shall include a minimum of 40 hours of actual writing time under the supervision of a practicing realtime reporter using

machine shorthand technology. This must be verified in writing by the reporter(s) under whom the internship is being completed.

6. A transcript shall be produced for educational and grading purposes only and shall not be sold.
7. Records must be maintained to verify the internship experience including:
   a. internship verification form.
   b. narrative report.
   c. transcript of internship experience.

Outcomes:

The student shall:

1. Submit a written narrative report summarizing the internship experience. The written narrative shall include such things as a diary, new terminology encountered, new experiences, and activities/processes observed.
2. Prepare 40 pages of salable transcript for course evaluation taken from the freelance, the official, or the realtime reporting internship.
3. Submit the signed internship verification form.

See Captioning Standards for additional Captioning requirements.

See CART Standards for additional Communication Access Realtime Translation (CART) requirements.

Captioning Standards Option

This is part of the *General Requirements and Minimum Standards* and is binding on those institutions that elect to offer a captioning program. If your institution offers a career path for Captioning, and a student can graduate with a certificate or a diploma with this designation, then your institution must:

1. Provide machine shorthand, English, law/legal terminology, and anatomy/medical terminology.
2. Ensure the student has successfully completed courses up to the point of specialization.
3. Thereafter, follow the *General Requirements and Minimum Standards* listed in this section for this career option.

Captioning

A. Machine Shorthand Captioning

Institutional Standards:

Captioning classes shall include:

1. Instruction in writing the spoken word with punctuation by means of an NCRA Task Force-approved Phase I and II realtime translation theory to provide instantaneous, realtime translation, with special emphasis on dictionary building/management to include:
   a. All necessary alphabets defined such as a, A, A., -a. for letter-by-letter spelling.
   b. Punctuation:
      Colon (:).
      Semicolon (;).
      Exclamation point (!).
      Delete Space stroke.
      Feet and inches stroke (5' 6").
      Forward slash (/).
      Backward slash (\).
      Hyphen (-).
      Dash (—).
      Percent (%).
      Ampersand (&).
      At sign (@).

Decimal point (1.2 million).
Prefix/suffix decimal point (.22 caliber 27.67).
Prefix/suffix colon (6:00).
Prefix/Suffix comma (1,750).
Prefix Apostrophe ('98).
Brackets (applause) [applause].
Quotation marks ("Hello").
Musical notes.
Lower case "s" (RBIs).
Speaker Identification.
New speaker identification (>>).
Force stroke to force translation onto the screen.
Blanking stroke to blank and pass captions from the screen.
Placement strokes for captions.

c. Production of numbers which includes use of the number bar.
d. Environmental sounds descriptors.
e. Ability to write Web site and Internet addresses.
f. Prefixes and Suffixes
g. Use of phonetic translator.
h. Dictionary building including understanding and maintenance of dictionary entries included but not limited to the following general areas:
   (1) Sports (teams, positions, cheerleader squad name, roster, coaches).
   (2) Meteorology.
   (3) Geography.
   (4) Common proper names.
   (5) Government/politics.
   (6) Foods.
   (7) Arts.
   (8) Animals.
   (9) Criminology.
   (10) Entertainment.
   (11) Military installations.
   (12) Slang.
   (13) Current national names in the news.
   (14) Common female and male first names.
   (15) Literature.
   (16) Science.
   (17) Religion.

2. Taped broadcast news productions from, but not limited to, television newscasts, sporting events, courtroom programs, political and day-time talk shows, seminars, medical and scientific programming, city council, administrative, local government meetings, and public broadcasting documentaries.
3. Review and line-by-line edit/analysis of shorthand notes.
4. Build endurance by writing a 30-minute broadcast news program with a goal Total Error Rate (TER) of 96 percent or higher utilizing, when possible, instructor observation.

Outcomes:

Students shall be able to:

1. Write an NCRA-approved realtime theory.
2. Write a five-minute, 180 wpm literary take with 1.4 syllabic density at 96 percent accuracy.

B. Captioning Technology

Institutional Standards:

1. Captioning technology classes shall include lecture, taped broadcast news programming, and hands-on instruction in:
   a. Comprehensive instruction in a captioning on-line translation system.
   b. Instruction in the basic care and maintenance of the computer hardware data input device.
   c. Instruction in the basic setup and maintenance of broadcast captioner's captioning equipment.
   d. Instruction in how to obtain system support.
2. Instruction in the following may include lecture, videotape, or hands-on instruction to provide familiarity in:
   a. Broadcast news production preparation.
   b. Prescripting.
   c. Psychology of on-air captioning (verbatim, word substitutes, and finger spelling).
   d. History of captioning (re: *Inside Captioning* by Gary Robson).
      (1) Decoder Circuitry Act.
         (a) ADA guidelines.
      (2) FCC regulations.
      (3) Deaf culture/awareness.
      (4) Quality control/evaluation.

Outcomes:

Students shall be able to:

1. Demonstrate knowledge of and the ability to perform the basic setup and maintenance of broadcast captioner's captioning equipment.
2. Demonstrate knowledge of and be able to pass written exams in history, culture, terminology, broadcast news production, prescripting, psychology of on-air captions, FCC regulations, and deaf culture.

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C. Internship

Institutional Standards:

The objective of the captioning internship is to spend time applying learned skills and knowledge to realworld/simulated applications as available.

1. The internship shall not commence until the student has completed the program's 160 wpm literary requirement.
2. The institution is responsible for assisting the student in arranging the internship experience.
3. The student shall not serve in the capacity of the actual captioner during participation in the internship.
4. The practicum shall include a minimum of 40 hours of captioning under the supervision of a practicing captioner or institutional instructor for the internship experience.
5. The student shall produce an unedited captioned translation of one hour of captioning services for educational and grading purposes only (e.g., hard copy, disk, email attachment, or realtime) and shall not be sold.
6. Records must be maintained to verify the internship experience including:
   a. Internship verification form.
   b. Narrative report.
   c. Transcript of internship experience.

Outcomes:

The student shall:

1. Prepare a captioned translation of one hour of captioning services for course evaluation taken from the internship experience.
2. Submit a narrative report summarizing the internship experience including such things as a diary, new terminology encountered, new experiences, and activities/processes observed.
3. Submit signed internship verification form.

D. Catalog or Program Information Requirements Specifically for Captioning

In addition to the general catalog requirements, (see Minimum Standard VI), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a realtime reporter education program:

Institutional Standards:

1. An explanation of specific graduation requirements for captioning students shall include the following minimum standards:
   a. Write a five-minute, 180 wpm literary take with 1.4 syllabic density at 96 percent accuracy.
   b. Prepare a captioned translation of one hour of captioning services for course evaluation taken from the internship experience.
   c. The student shall complete at least 40 verified hours of actual writing time during internship.

Suggested Captioning General Education Courses

American History
Astronomy
Biology
Broadcast Production
Business Practices
Chemistry
Information Systems
Phonology
Political Science
Religions
Sociology
Web Research
World Geography

CART Standards Option

This is part of the *General Requirements and Minimum Standards* and is binding on those institutions that elect to offer a CART program. If your institution offers a career path for Communication Access Realtime Translation (CART), and a student can graduate with a certificate or a diploma with this designation, then your institution must:

1. Provide machine shorthand, English, law/legal terminology, and anatomy/medical terminology.
2. Ensure the student has successfully completed courses up to the point of specialization.
3. Thereafter, follow the *General Requirements and Minimum Standards* listed in this section for this career option.

Communication Access Realtime Translation (CART)

A. Machine Shorthand for CART

Institutional Standards:

CART classes shall include but not be limited to:

1. Instruction in writing the spoken word with punctuation by means of an NCRA Task Force-approved Phase I and Phase II realtime translation theory to provide instantaneous, realtime translation, with special emphasis on dictionary building/management to include:
   a. All necessary alphabets defined such as a, A, A., -a for letter-by-letter spelling.
   b. Punctuation:
      Colon (:).
      Semicolon (;).
      Exclamation Point (!).
      Delete Space stroke.
      Feet and inches stroke (5' 6").
      Forward Slash (/).
      Backward Slash (\).
      Hyphen (-).
      Percent (%).
      Ampersand (&).
      At sign (@).
      Decimal Point (1.2 million).
      Prefix/suffix decimal point (.22 caliber, 27.67).
      Prefix/suffix colon (6:00).
      Prefix/suffix Comma (1,750).
      Prefix apostrophe ('98).
      Brackets (applause) [applause].
      Quotation Marks ("Hello").
      Musical notes.
      Lower case "s" (RBIs).
      Speaker Identification.
      New Speaker Symbol (>>).
      Force stroke to force translation onto the screen.
      Blanking stroke to blank and pass captions from the screen.
      Placement strokes for captions.
   c. Production of numbers which includes use of the number bar.
   d. Environmental sounds descriptors.
   e. Ability to write Web site and Internet addresses
   f. Prefixes and suffixes.
   g. Use of phonetic translator.
   h. Dictionary building including understanding and maintenance of dictionary entries; includes, but is not limited to, the following general areas:
      (1) Math.
      (2) Geography.
      (3) Science.
      (4) Political science.
      (5) History.
      (6) English/literature.
      (7) Current events.
      (8) Medical.
      (9) Common proper names.
2. Review and line-by-line edit/analysis of shorthand notes.
3. Take a simulated Certified Realtime Reporter (CRR) and/or other specialty certification exams.
4. Build endurance by writing a 30-minute meeting/seminar program with a goal Total Error Rate (TER) of 96 percent or higher utilizing, when possible, instructor observation.

Outcomes:

Students shall be able to:

1. Write an NCRA Task Force-approved realtime theory.
2. Develop speed and accuracy measured by random sampling of Total Error Rates (TERs).

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3. Write a five-minute, 180 wpm literary take with 1.4 syllabic density at 96 percent accuracy.
4. Paraphrase in realtime.
5. Accurately finger spell words.
6. Use phonetic translator.
7. Build and maintain a realtime dictionary.

B. CART Technology

Institutional Standards:

1. CART technology classes shall include reference to the current *CART Provider's Manual* through lecture, taped educational materials, and hands-on instruction in:
   a. The basic care and maintenance of the steno machine data input device.
   b. The basic setup of the computer hardware and realtime peripherals.
   c. How to obtain system support.
   d. The application of computer functions.
   e. The application of CAT functions.
      (1) Screen colors and font size manipulation.
      (2) Creating a realtime file.
      (3) Declaring job dictionaries for particular job translations.
      (4) On-screen globaling and defining.
      (5) Dictionary management to include editing of entries, adding and deleting of entries, and archival of dictionary files.

Outcomes:

Students shall be able to:

1. Demonstrate knowledge of the *CART Provider's Manual.*
2. Demonstrate ability to connect a computer laptop to current technology.
3. Demonstrate knowledge of basic equipment setup for maximum benefit of CART recipients.

C. General Instruction

Institutional Standards:

The following may include: lecture, videotape or hands-on instruction to provide familiarity in:

1. Understanding of realtime terminology.
2. ADA guidelines.
3. Deaf culture/awareness. (Association acronyms, e.g., SHHH, ALDA, ALDAcon, IDHHC, RID, and IDEA.)
4. Familiarity with communication devices:
   a. Hearing aids.
   b. TTY access.
   c. Sound amplifiers.
   d. Assistive listening devices.
5. Know differences among Deaf; deaf, late-deaf, oral deaf, and hard-of-hearing for the Deaf culture's needs.
   a. Types of hearing loss:
      (1) Conductive.
      (2) Sensorineural.
      (3) Mixed.
   b. Degrees of hearing loss.
   c. Ear anatomy.
   d. Cochlear implants.
   e. Sign interpreters, oral interpreters and transliterators.
6. Environments where CART may be used, such as the courtroom, personal situations (doctors' office, weddings, etc.), educational setting, conventions/meetings, church, theater, civic life (commissioner hearings, etc.), and remote (Internet Webcasting).
   a. *CART Provider's Manual.*
   b. Guidelines for Professional Practice for CART Providers.
   c. Research for job preparation, such as library, media, and Internet searches.

Outcomes:

Students shall be able to:

1. Demonstrate knowledge of the role of sign language interpreters and oral interpreters.
2. Demonstrate knowledge of the Guidelines for Professional Practice.

D. Internship

The objective of the CART internship is for the student to spend some time applying learned skills and knowledge to the real world/simulated applications as available.

Institutional Standards:

1. The internship shall not commence until the student has completed the program's 160 wpm literary requirement.
2. The institution is responsible for assisting the student in arranging the internship experience.
3. The student shall not serve in the capacity of the actual CART reporter during participation in the internship.
4. The internship shall include a minimum of 40 hours of writing under the supervision of a practicing CART reporter or institutional instructor responsible for the internship experience.
5. An unedited realtime translation of one hour of CART services shall be produced for educational and grading purposes only and shall not be sold.

6. Records must be maintained to verify the internship experience including:
   a. Internship verification form.
   b. Narrative report.
   c. Transcript of internship experience.

Outcomes:

The student shall:

1. Prepare a realtime translation of one hour of CART services for course evaluation taken from the internship experience.
2. Submit a narrative report summarizing the internship experience including such things as a diary, new terminology encountered, new experiences, and activities/processes observed.
3. Submit signed internship verification form.

E. Catalog or Program Information Requirements Specifically for Communication Access Realtime Translation (CART):

Institutional Standards:

In addition to the general catalog requirements, (see Minimum Standards IV), the following elements shall be included in the catalog or its addendum or program information, which shall be made available to each student enrolled in a realtime reporter education program:

1. An explanation of specific graduation requirements for communication access realtime translation (CART) students shall include the following minimum standards:
   a. Write a five-minute, 180 wpm literary take with 1.4 syllabic density at 96 percent accuracy.
   b. Prepare a realtime translation of one hour of CART services for course evaluation taken from the internship experience.
   c. The student shall complete at least 40 verified hours of actual writing time during internship.

Suggested CART General Education Courses

American History
American Literature
American Sign Language
Astronomy
Biology
Chemistry
Deaf Culture I
Information Systems
Physiology
Sensitivity Training
Sociology

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Appendix 1

Description of Evening Programs and Courses and Their Relationship to the Approval Process

A complete curriculum includes all courses, machine and academic.

Definitions

Evening Program: A complete curriculum leading to a diploma or certificate in realtime reporting.

Evening Courses: Individual courses offered in the evening to supplement the daytime program or provide introductory, advanced, or additional education for interested students. These courses, when combined, do not lead to a diploma or certificate in realtime reporting. These courses which an institution wishes to offer in the evenings must be equivalent to the courses offered during the daytime; i.e., they must meet CASE standards.

Evening Program and the Approval Process

If the institution has an approved daytime program and wishes to institute an approved evening program, it must seek separate approval as soon as it meets all of the eligibility requirements and standards as set forth in the *General Requirements and Minimum Standards*. CASE must be notified and provided materials which verify that the evening program is a complete program leading to a diploma or certificate. If the evening program is approved, the list of approved programs in the *Journal of Court Reporting* will indicate that the institution has both an approved daytime and an approved evening program.

Appendix 2

Elements of a Lesson Plan

Course: _____ Lesson: _____

Date: _____ Lesson Outcome:_____

Special Equipment/Materials Required:

_____

_____

I. **Introduction**
   A. Attention: How will I get the students' attention?
      Psychological Principle(s):
   B. Performance outcome(s) and purpose: What do I want the students to be able to do as a result of this lesson?
      At the close of this lesson, the students will be able to:
   C. Prior knowledge: How does previously learned material relate to what we will do today? Is there previous work to be checked? What do students already know about this area?
      Psychological Principle(s):

II. **Development**
   A. Modes: What mode(s) of instruction will I use?
      Small group? Lecture? Discussion? Dictation?
   B. Activities: What sequence of activities will I use? When will I model the intended outcome?
      (List the activities in sequential order.)
      Psychological Principle(s):
   C. Guided Practice: How will I lead the class in applying the new information or skill?
      Psychological Principle(s):
   D. Independent Practice: What similar applications will I expect students to be able to make on their own? How much practice will students need? How can I arrange more practice if students need it? How will I elicit feedback from learners?
      Psychological Principle(s):

III. **Consolidation**
   A. Assessment: How will I know if the students achieved the performance outcome?
      (This should relate to I.B. above.)
   B. Review: What are the main points of the lesson that I need to review?
      Psychological Principle(s):
   C. Transfer: What can I do to get students to think critically about today's lesson—how it relates to previously learned materials and how it fits into the "big picture"?
      Psychological Principle(s):
   D. Evaluation: How will I reteach if the lesson was unsuccessful? How will I motivate learners to "reattempt" the lesson?
      Psychological Principle(s):

Lesson Plan Model

Course: BIS222 Lesson: Literary Dictation-180

Date: Week 6, Day 2 Lesson Outcome: Recognizing and Writing Changing Patterns of Speech

Special Equipment/Materials Required:
Primetime Lit Book
Video of President Bush's Inaugural Address
Videotape of C-Span Coverage of Congress
Tape Player

I. **Introduction**
   A. Attention:
      1. Play a section of video showing speaker from Pakistan discussing peace international relations.
         Psychological Principle: Students learn best when the subject is made of interest to them. By seeing this tape, students will recognize that speakers will have different patterns of speech, and they will need to be able to recognize and write from all types.
   B. Performance Objectives:
      1. At the end of this lesson, the students will have developed some techniques for recognizing changing speech patterns.

2. At the end of this lesson, the student will be able to take dictation at 160 words per minutes on literary material from speakers with accents and on specialized vocabulary and read it back with reasonable ease.

C. Prior Knowledge:

1. Have you talked with friends/relatives for whom English is not a first language? What techniques do you use to assist you in understanding their conversation?

   Psychological Principle: Students learn best when they have an understanding of principles or procedures underlying the initial task which will then result in greater transfer to a different activity. If students see that they, in their everyday life, have encountered individuals with different speech patterns, they will transfer those skills to recording the speech in shorthand.

II. Development of the Lesson

A. Modes of Instruction:

1. Live Dictation
2. Dictation from Videos
3. Discussion/Interaction

B. Activities:

1. Play 5 minutes of tape of President Bush's Inaugural Address
2. Discussion of speech patterns and phonetic sounds from videos of President Bush.
3. Drill in shorthand on those patterns
4. Live dictation by instructor of President Bush's speech
5. Readback of dictation
6. Students take dictation from video of speech
7. Same process with video of Congress from C-Span
8. Dictation from Primetime Lit text; discussion of accent/speech patterns on selected words
9. Follow same process for drill
10. Time last readback: praise those who do well

Psychological Principles:

1. Students learn best when the instructor provides the learner not only with opportunities to practice under the conditions designed, but also with cue and response conditions that vary from time to time. By having three different types of material with speech patterns, students have the conditions needed to learn.
2. Students learn best when they receive positive reinforcement through rewards of praise for acceptable behavior. Give positive feedback to those who can read/write from varying speech patterns.
3. Students learn best when some tension is placed on them by the instructor.

   Here, the students were timed on each dictation and then timed on their readback.

C. Guided Practice:

In this lesson, students were guided through each type of dictation material while speech patterns were pointed out and discussed; that is, they were guided during the lesson.

Psychological Principle: Students learn best when the instructor sets up the learning situation so that the desired responses can occur as close as possible to their cues. Students practiced the material immediately after discussion of the speech patterns.

D. Independent Practice:

1. Students are to practice at least one hour from the C-Span tapes I have placed in the dictation lab.
2. Hand out word sheets and phonetic pronunciation tables and discuss again.
3. After their first attempt at the dictation, identify at least 3 speech patterns of the speaker. List in shorthand notes.
4. As the students take additional dictation by the same speaker, "zero in" on those speech patterns identified.

Psychological Principle:

1. Students retain material best when they overpractice a new concept or skill. This additional activity should reinforce and lead to overpractice of speech sounds.
2. Students learn best when they are prepared for their individual practice.

III. Consolidation

A. Review:

1. Principles of phonetics and pronunciation. Ask students.
2. Methods to focus on speech patterns. Question students.

B. Assessment:

1. Dictation to end the day's lesson at about 160 words per minute for 5 minutes with examples of speech patterns/accents. Ask for student readback. Praise those who do well.

   Psychological Principle: Students learn best when they receive immediate feedback on their in-class activities. I will evaluate their readback.

C. Transfer:

1. Discuss that opportunities have grown for reporting on an international level. The need for accuracy on all reporting has grown.

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Opportunities to apply their reporting skills depend on being aware of the complexities of today's speech patterns.
Psychological Principle: Students learn best when they see how their learning transfers to other situations.

D. Evaluation:
   1. Were all students able to grasp the idea of phonetic sounds and speech patterns? If not, tomorrow a student can explain the concept in his/her words.
   2. Did students see the importance of this lesson? If they appeared bored and uninterested, bring in a realtime reporter who does closed captioning on C-span or takes dictation from individuals with unusual speech patterns.

Appendix 3

Elements of a Syllabus

I. What is it?
- A. A written document
- B. A condensed outline of the class

II. What is its purpose?
- A. Answer common student questions
  1. course description
  2. objectives of course
  3. required text and materials
  4. outline of content with daily/weekly proposed schedule
  5. evaluation
  6. your rules and procedures
- B. Reduces the possibility of misunderstanding between students and instructor.
- C. Assures that students in other (multiple) sections of the same course accomplish the same objectives.

III. How is it used?
- A. Discussed with students on first day of class
- B. Used as a resource for student and instructor throughout the course.

IV. How important is it?
- A. Very important
- B. Basic right of each student to be given a syllabus
- C. Professional responsibility of instructor to prepare a complete syllabus

Syllabus Model

(Institution and/or Department/Unit)

I. Information about the Course
- A. Name, Number, Prerequisite, and Description
  1. Description may be bulletin/catalogue description and/or a more complete description including a rationale for studying that subject
- B. Lab Hours Required:

Course Offered: Fall semester only

II. Information Specific for this Instructor

A. Instructor's name, office hours, office location, telephone number, fax number, e-mail address, etc.

III. Textbooks and Other Materials

A. Texts and materials needed such as disks, shorthand machine, dictionary, etc.

1. For texts, include author, title, location of publisher, publisher, date of publication.
   a. Examples: Smith, Helene (1995). Machine shorthand for beginners. Ulm, Michigan: Yellow Publishing Company.

IV. Objectives

A. Introduce by the statement: At the completion of this course, the student will be able to :

1. Examples:
   a. Read from shorthand homework notes at a minimum of 180 words per minutes for 1 minute.
   b. Punctuate a typical court document of ten or more pages with 80 percent accuracy.

V. Teaching Methodology

A. List methodologies used in this course such as lecture, hands-on practice, etc.

VI. Course Outline/Semester Calendar

A. Provide a weekly outline of topics with an indication of how much time—weeks or partial weeks-to be spent on each. Often this is similar to the table of contents of the required text with appropriate modifications.

B. Weekly/daily outline should also include:

1. Reading assignments
2. Due dates for major papers/projects
3. Scheduled examinations/quizzes

VII. Evaluation

A. Components which determine final grade and weight (percent) of each.

1. Examples of possible components:
   - major examinations
   - term papers/projects
   - quizzes (what will they be like?)
   - homework assignments
   - attendance
2. Include as much information as possible, such as how many exams, how much homework, etc.

B. Policies and procedures related to evaluation such as make-up policies.

C. Grading scale:

1. Norm-referenced? (grading on a curve)
2. Criteria-referenced (e.g., 90 - 100 = A, 80 - 89 = B, etc.)

VIII. Rules and Regulations

A. Other policies not covered elsewhere—attendance, late work, make-up work/exams, etc.

IX. Other

You may also want to include a bibliography, list of handouts, etc.

Prepared by: (for Master Syllabus)

_____

Date: _____

Appendix 4

Timetable for Reevaluations

For Program approval expiring January 30:

1. Self-study due ..... January 30 of previous year
2. Advisory Committee meets ..... February 1 to March 15
3. Staff forwards Advisory Committee report to institution ..... March 15 to April 15
4. Program implements changes ..... April 15 to June 15
5. Evaluation Team Visits ..... June 1 to October 15
6. Evaluation Team report due ..... October 31
7. Program response due ..... November 30
8. CASE meets ..... January

For Program approval expiring July 30:

1. Self-study due ..... July 30 of previous year
2. Advisory Committee meets ..... August 1 to September 15
3. Staff forwards Advisory Committee report to institution ... October 15 to November 15
4. Program implements changes ..... October 15 to December 15
5. Evaluation Team Visits ..... December 1 to March 15
6. Evaluation Team report due ..... March 31
7. Program response due ..... April 30
8. CASE meets ..... June

Appendix 5

Fee Schedule

Initial Application Fee: $100
Nonrefundable & valid for one (1) year only

Initial Evaluation or Reevaluation Fee:
Nonrefundable & valid for one (1) year only
Day Program Only $250
Night Program Only $250
Day & Evening Programs $350

Additional Programs:
Captioning Program $50
CART Program $50

Evaluation Team Expenses:
The institution is responsible for the expenses of the evaluation team members and will be billed for those expenses by NCRA. Evaluation expenses include travel, food, lodging, and honoraria for team members.

Honoraria:
Honoraria for visitation team members are paid as follows.
Team Chairperson (evaluating day-school program) $150
Team Member (evaluating day-school program) $100
Team Chairperson (evaluating both day and night programs) $200
Team Member (evaluating both day and night programs) $150

Annual Fee:
The Annual Fee for approved programs is established by NCRA at $5 per student, with a minimum payment of $250 and a maximum payment of $1,250. This fee is based on the number of students enrolled in the institution's realtime education program as of November 1 of each year and

becomes delinquent on March 15. The Annual Fee for newly approved programs is computed on a pro-rata basis; programs approved in January pay for a full year; programs approved in June pay for a half-year.

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www.NCRAonline.org

CE 064352

U.S. Department of Education
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